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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
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10/511,560

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Keith Robert Broerman

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EXAMINER

NGUYEN, THANH T

ART UNIT

PAPER NUMBER

2144

MAIL DATE

DELIVERY MODE

09/11/2007

PAPER

Please find below and/or attached an Office communication concerning this application or proceeding.

The time period for reply, if any, is set in the attached communication.

Office Action Summary

Application No.

10/511,560

Applicant(s)

BROERMAN ET AL.

Examiner

Tammy T. Nguyen

Art Unit

2144

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE (3) MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on October 15, 2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-20 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-20 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413) |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | Paper No(s)/Mail Date. _____ |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO/SB/08) | 5) <input type="checkbox"/> Notice of Informal Patent Application |
| Paper No(s)/Mail Date <u>10/15/2004</u> . | 6) <input type="checkbox"/> Other: _____ |



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Detailed Office Action

1. This action is in response to most recent papers received.
2. Claims 1-20 have been examined.

Information Disclosure Statement

3. The information disclosure statement (IDS) submitted on October 03, 2007 was filed as the same time with the mailing date of the instant application on October 15, 2004. The submission is in compliance with the provisions of 37 CFR 1.97. Accordingly, the information disclosure statement is being considered by the examiner.

Priority

4. Acknowledgement is made of Applicant's claim for priority base upon Provisional Application No.60/372,913 filed April 16, 2002. This effective filling date for the subject matter defined in the pending claims in this application is April 16, 2002.

Claim Rejections - 35 USC § 101

5. 35 U.S.C. 101 reads as follows:

Whoever invents or discovers any new and useful process, machine, manufacture, or composition of matter, or any new and useful improvement thereof, may obtain a patent therefor, subject to the conditions and requirements of this title.

6. Claim 17 is rejected under 35 U.S.C. 101 because the claimed invention is directed to non-statutory subject matter.
7. As to claim 17, it appears that claim 17 would reasonably be interpreted by one of ordinary skill as a system of "software per se", failing to fall within a statutory category of invention. Applicant's disclosure contains no explicit and deliberate definition for the term "means", and in the context of the disclosure and claims in question, one of ordinary skill would reasonably interpret the "means" as software applications. As such, the system of "means" alone is not a machine, and it is clearly not a process, manufacture nor composition of matter. Thus, the claims are not limited to statutory subject matter and are therefore nonstatutory.

Claim Rejections - 35 USC § 102

8. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language. or

(e) the invention was described in a patent granted on an application for patent by another filed in the United States before the invention thereof by the applicant for patent, or on an international application by another who has fulfilled the requirements of paragraphs (1), (2), and (4) of section 371(c) of this title before the invention thereof by the applicant for patent.

The changes made to 35 U.S.C. 102(e) by the American Inventors Protection Act of 1999 (AIPA) and the Intellectual Property and High Technology Technical Amendments Act of 2002 do not apply when the reference is a U.S. patent resulting directly or indirectly from an international application filed before November 29, 2000. Therefore, the prior art date of the reference is determined under 35 U.S.C. 102(e) prior to the amendment by the AIPA (pre-AIPA 35 U.S.C. 102(e)).

9. Claims 1, 3, 8, 14, 15 are rejected under 35 U.S.C. 102(e) as being anticipated by Sullivan et al. (USPN 6,999,990 – Date of Patent: February 14, 2006, herein referred to as “Sullivan”).
10. As to claim 1, Sullivan discloses the invention as claimed, including a method for supporting multiple diagnostic sessions in a bidirectional communication device, said method comprising: receiving diagnostic session requests from a plurality of requesters (*see fig.2 desktops 34*)[*see col.6, lines 8-23*] [see Sullivan, col.8, lines 10-17] (*user submits the New Service Request with the appropriate information (see fig.5, I'm having a problem with my system)*); verifying identification information for each of said requesters [see fig.4 step 80 of Sullivan, and col.8, lines 33-35, and col. 10, lines 40-41](*local process authenticates the user*); establishing a communications channel for each verified requester [see fig.4, step 86 of Sullivan, col.8, lines 40-45, lines 55-59, and col. 9, lines 55-67] (*Returns a result template page*)(*home page including links 91 to so call “active content”*); and communicating the requested

information to all of said verified requesters via said established communications channels (Channel 14 in fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the browser to a so-call "active page", a page is activated, the activated page provides the user an option to further diagnose the problem*).

11. As to claim 3, Sullivan discloses wherein said identification information comprises a user ID and a password. (Inherently Sullivan teaches user ID and password to authenticates the user) [see Sullivan fig.4 step 80 of Sullivan, and col.8, lines 33-35, and col. 10, lines 40-41] (*local process authenticates the user*).
12. As to claim 8, Sullivan discloses the invention as claimed, including an apparatus for supporting multiple diagnostic sessions in a bidirectional communication device, said apparatus comprising: a server (see fig.1 of Sullivan server 22); a memory for storing program instructions (); and a processor for executing said instructions to configure the apparatus to perform the steps of: receiving diagnostic session requests from a plurality of requesters (*see fig.1 desktops 34*) [see Sullivan, col.8, lines 10-17] (*user submits the New Service Request with the appropriate information (see fig.5, I'm having a problem with my system)*); verifying identification information for each of said requesters [see fig.4 step 80 of Sullivan, and col.8, lines 33-35, and col. 10, lines 40-41](*local process authenticates the user*); establishing a communications channel for each verified requester [see fig.4, step 86 of Sullivan, col.8, lines 40-45, lines 55-59, and col. 9, lines 55-67] (*Returns a result template page*)(*home page including links 91 to so call "active content"*); and communicating the requested information to

all of said verified requesters via said established communications channels (Channel 14 in fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the browser to a so-call "active page", a page is activated, the activated page provides the user an option to further diagnose the problem*).

13. As to claim 14, Sullivan discloses the apparatus of claim 8, wherein said pluralities of requesters are network devices [see Sullivan, col.6, lines 10-17] (*a plurality of client machines (desktops) 34*).
14. As to claim 15, Sullivan discloses the apparatus of claim 8, wherein said server comprises: a web server for enabling communication between a requesting device and a diagnostic engine [see Sullivan, col.6, lines 33-50] (*routing server 40 attempts to assign data sets from user to a most appropriate support engineer*); and said diagnostic engine for performing the routines that are specified in each of said requests [see Sullivan, col.9, lines 33-45] (*allows a technical support engineer to write custom tools for diagnosing problems*).

Claim Rejections - 35 USC § 103

15. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

16. **Claims 2, 9 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sullivan et al., (hereinafter Sullivan) U.S. Patent No. 6,999,990 in view of Bader et al., (hereinafter Bader) U.S. Patent No. 6,542,934.**
17. As to claims 2, Sullivan does not explicitly disclose, further comprising: if communication of information to a requester fails, making available, to a subsequent requester, the communications channel associated with the failed communication.
18. In the same field of endeavor, Bader discloses (e.g., Non-disruptively rerouting network communication from a secondary network path to a primary path). Bader discloses if communication of information to a requester fails, making available, to a subsequent requester (*new communication sessions*), the communications channel associated with the failed communication [see Bader, col.6, lines 9-54](*upon reactivation (i.e., recovery of the links) of the primary network communication path, and assign new communication sessions to the primary path*).
19. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Bader's teachings of Non-disruptively rerouting network communication from a secondary network path to a primary path with the teachings of Sullivan to have making available the communication channel to a subsequent request if the communication of information to a requester fails, for the purpose of reducing cost in the event of network failures [see Bader col. 3, lines 36-40]. By this rational claim 2 is rejected.

20. As to claims 9, Sullivan does not explicitly disclose, further comprising: if communication of information to a requester fails, making available, to a subsequent requester, the communications channel associated with the failed communication.
21. In the same field of endeavor, Bader discloses (e.g., Non-disruptively rerouting network communication from a secondary network path to a primary path). Bader discloses if communication of information to a requester fails, making available, to a subsequent requester (*new communication sessions*), the communications channel associated with the failed communication [see Bader, col.6, lines 9-54](*upon reactivation (i.e., recovery of the links) of the primary network communication path, and assign new communication sessions to the primary path*).
22. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Bader's teachings of Non-disruptively rerouting network communication from a secondary network path to a primary path with the teachings of Sullivan to have making available the communication channel to a subsequent request if the communication of information to a requester fails, for the purpose of reducing cost in the event of network failures [see Bader col. 3, lines 36-40]. By this rational claim 9 is rejected.
23. **Claims 4, 5, and 10, 11 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sullivan et al., (hereinafter Sullivan) U.S. Patent No. 6,999,990, in view of Jewett et al., (hereinafter Jewett) Publication No.US/20020049825 A1.**

24. As to claim 4, Sullivan discloses wherein said establishing a communications channel comprises assigning an available data for communication with each verified requester (Channel 14 in fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the browser to a so-call "active page", a page is activated, the activated page provides the user an option to further diagnose the problem*). Sullivan does not explicitly disclose assigning an available socket for communication with each requester.
25. In the same field of endeavor, Jewett discloses (e.g., Architecture for providing block-level storage access over a computer network). Jewett discloses available socket for communication with each requester [see Jewett, paragraph 0051] (*Jewett teaches the host initially sends a request, indicating that the socket is available for use*).
26. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Jewett's teachings of Architecture for providing block-level storage access over a computer network with the teachings of Sullivan to have available socket for communication with each requester, for the purpose of providing a high degree of security against unauthorized accesses, and allows storage partitions to be securely assigned to individual hosts [see Jewett, paragraph 0014]. By this rational claim 4 is rejected.
27. As to claim 5, Sullivan does not explicitly disclose further comprising rejecting subsequent requests after a total number of available sockets has been assigned.
28. In the same field of endeavor, Jewett discloses (e.g., Architecture for providing block-level storage access over a computer network). Jewett discloses rejecting subsequent

- requests after a total number of available sockets has been assigned [see Jewett, paragraph 0041, 0067, and 0075] (*Jewett teaches the host may establish connections to these sockets up to the maximum number of data connections specified by the block server*).
29. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Jewett's teachings of Architecture for providing block-level storage access over a computer network with the teachings of Sullivan to have rejecting request after a number of available sockets has been assigned, for the purpose of providing a high degree of security against unauthorized accesses, and allows storage partitions to be securely assigned to individual hosts [see Jewett, paragraph 0014]. By this rational claim 5 is rejected.
30. As to claim 10, Sullivan does not explicitly disclose further comprising rejecting subsequent requests after a total number of available sockets has been assigned.
31. In the same field of endeavor, Jewett discloses (e.g., Architecture for providing block-level storage access over a computer network). Jewett discloses rejecting subsequent requests after a total number of available sockets has been assigned [see Jewett, paragraph 0041, 0067, and 0075] (*Jewett teaches the host may establish connections to these sockets up to the maximum number of data connections specified by the block server*).
32. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Jewett's teachings of Architecture for providing block-level storage access over a computer network with

- the teachings of Sullivan to have rejecting request after a number of available sockets has been assigned, for the purpose of providing a high degree of security against unauthorized accesses, and allows storage partitions to be securely assigned to individual hosts [see Jewett, paragraph 0014]. By this rational claim 10 is rejected.
33. As to claim 11, Sullivan discloses wherein said establishing a communications channel comprises assigning an available data for communication with each verified requester (Channel 14 in fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the browser to a so-call "active page", a page is activated, the activated page provides the user an option to further diagnose the problem*). Sullivan does not explicitly disclose assigning an available socket for communication with each requester.
34. In the same field of endeavor, Jewett discloses (e.g., Architecture for providing block-level storage access over a computer network). Jewett discloses available socket for communication with each requester [see Jewett, paragraph 0051] (*Jewett teaches the host initially sends a request, indicating that the socket is available for use*).
35. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Jewett's teachings of Architecture for providing block-level storage access over a computer network with the teachings of Sullivan to have available socket for communication with each requester, for the purpose of providing a high degree of security against unauthorized

accesses, and allows storage partitions to be securely assigned to individual hosts [see Jewett, paragraph 0014]. By this rational claim 11 is rejected.

36. **Claim 12, is rejected under 35 U.S.C. 103(a) as being unpatentable over Sullivan et al., (hereinafter Sullivan) U.S. Patent No. 6,999,990 in view of Jewett et al., (hereinafter Jewett) Publication No. US/200249825 A1 further in view of Rueda et al., (hereinafter Rueda) Publication No. US 2002/0112076 A1.**

37. As to claim 12, Sullivan does not explicitly disclose wherein said assigned sockets comprise a requester IP address and a requester receiving port number.
38. In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based computer network service). Rueda discloses assigned sockets comprising a requester IP address and a requester receiving port number [see Rueda, page.21, paragraph 0282] (*the table were chosen to provide a specific mapping of an IP socket (IP address and port number) to MAC address*).
39. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Rueda's teachings of Internet protocol-Based computer network service with the teachings of Sullivan to have a assigned sockets comprising a request IP address and a requester receiving port number, for the purpose of offer transparent service to mobile users not configured to use a proxy server, without requiring proprietary software to be installed [see Rueda, page.5, paragraph 0069]. By this rational claim 12 is rejected.

40. **Claims 6, 13, and 16-19 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sullivan et al., (hereinafter Sullivan) U.S. Patent No. 6,999,990 in view of Rueda et al., (hereinafter Rueda) Publication No. US 2002/0112076 A1.**
41. As to claim 6, Sullivan does not explicitly disclose wherein said establishing a communications channel further comprises saving session information such as, a requester IP address and a requester receiving port number for each of said verified requesters.
42. In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based computer network service). Rueda discloses saving session information such as, a requester IP address and a requester receiving port number for each of verified requesters [see Rueda, page.23, paragraph 0345] (*Rueda teaches the source and destination IP addresses, along with the source port are stored in a table*).
43. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Rueda's teachings of Internet protocol-Based computer network service with the teachings of Sullivan to have a saving session such as requester IP address and a requester receiving port number for each of requesters, for the purpose of offer transparent service to mobile users not configured to use a proxy server, without requiring proprietary software to be installed [see Rueda, page.5, paragraph 0069]. By this rational claim 6 is rejected.

44. As to claim 13, Sullivan does not explicitly disclose plurality of requesters comprise Telnet clients.
45. In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based computer network service). Rueda discloses Telnet clients [see Rueda, page.8, paragraph 0124] (*Clients can be introduced to an information screen as they begin their session by intercepting their first connection (Telnet, etc)*).
46. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Rueda's teachings of Internet protocol-Based computer network service with the teachings of Sullivan to have Telnet clients, for the purpose of making clients view certain information, including advertising [see Rueda, page.8, paragraph 0125], and thus enabling a computer to function as a terminal working from a remote computer. By this rational claim 13 is rejected.
47. As to claim 16, Sullivan does not explicitly disclose, wherein said apparatus comprises a modem.
48. In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based computer network service). Rueda discloses a modem [see Rueda, page.13, paragraph 0173] (*mobile user who is configured for dial-up Internet access (i.e. using modem or ISDN line)*).
49. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Rueda's teachings of Internet protocol-Based computer network service with the teachings of Sullivan to

have a modem, for the purpose of reducing the costs which corporations incur to setup and maintain a WAN [see Rueda, page.13, paragraph 0173]. By this rational claim 16 is rejected.

50. As to claim 17, Sullivan discloses the invention substantially as claimed, Sullivan discloses including an apparatus for supporting multiple Telnet sessions, comprising: means for receiving session requests from a plurality of requesters (*see fig.1 desktops 34*) [see Sullivan, col.8, lines 10-17] (*user submits the New Service Request with the appropriate information (see fig.5, I'm having a problem with my system)*) (*see fig.1 desktops 34*); means for verifying identification information for each of said requesters [see fig.4 step 80 of Sullivan, and col.8, lines 33-35, and col. 10, lines 40-41](*local process authenticates the user*); means for establishing a communications channel for each verified requester [see fig.4, step 86 of Sullivan, col.8, lines 40-45, lines 55-59, and col. 9, lines 55-67] (*Returns a result template page*)(*home page including links 91 to so call "active content"*); and means for communicating the requested information to all of said verified requesters via said established communications channels (Channel 14 in fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the browser to a so-call "active page", a page is activated, the activated page provides the user an option to further diagnose the problem*). However, Sullivan does not explicitly disclose Telnet session.

51. In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based computer network service). Rueda discloses Telnet session [see Rueda, page.3, paragraph 0021, 0026, 0124] (*management interface must be accessed through a Telnet session*).
52. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Rueda's teachings of Internet protocol-Based computer network service with the teachings of Sullivan to have a Telnet session, for the purpose of offering transparent service to mobile users not configured to use a proxy server, without requiring proprietary software to be installed [see Rueda, page.5, paragraph 0069]. By this rational claim 17 is rejected.
53. As to claim 18, Sullivan discloses the invention substantially as claimed, Sullivan discloses including a computer-readable medium for storing a set of instructions, wherein when said set of instructions is executed by a processor perform a method comprising: receiving Telnet session requests from a plurality of requesters (*see fig.1 desktops 34*) [see Sullivan, col.8, lines 10-17] (*user submits the New Service Request with the appropriate information (see fig.5, I'm having a problem with my system)*); verifying identification information for each of said requesters [see fig.4 step 80 of Sullivan, and col.8, lines 33-35, and col. 10, lines 40-41](*local process authenticates the user*); establishing a communications channel for each verified requester [see fig.4, step 86 of Sullivan, col.8, lines 40-45, lines 55-59, and col. 9, lines 55-67] (*Returns a result template page*)(*home page including links 91 to so call "active*

content"); and communicating the requested information to all of said verified requesters via said established communications channels (Channel 14 in fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the browser to a so-call "active page", a page is activated, the activated page provides the user an option to further diagnose the problem*). However, Sullivan does not explicitly disclose Telnet session.

54. In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based computer network service). Rueda discloses Telnet session [see Rueda, page.3, paragraph 0021, 0026, 0124] (*management interface must be accessed through a Telnet session*).
55. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Rueda's teachings of Internet protocol-Based computer network service with the teachings of Sullivan to have a Telnet session, for the purpose of offering transparent service to mobile users not configured to use a proxy server, without requiring proprietary software to be installed [see Rueda, page.5, paragraph 0069]. By this rational claim 18 is rejected.
56. As to claim 19, Sullivan discloses the invention substantially as claimed, Sullivan discloses including a network comprising: at least one subscriber terminal comprising a client for initiating requests [see Sullivan col. 8, lines 10-17] (*a problem area and description are entered by the user*); at least one data servicing system comprising a

client for initiating requests [see Sullivan, col. 8, lines 10-17] (*the user submits the New Service Request with the appropriate information*); and a network device comprising: a memory for storing program instructions, and a processor for executing said instructions [see col. 18, lines 31-37] (*a computer-readable medium having stored thereon a plurality of instruction for causing one or more processors*) to configure said network device to perform the steps of: receiving requests from said at least one subscriber terminal and said at least one data servicing system (*see fig. 1 desktops 34*) [see Sullivan, col.8, lines 10-17] (*user submits the New Service Request with the appropriate information (see fig.5, I'm having a problem with my system)*); verifying identification information for each of said [see fig.4 step 80 of Sullivan, and col.8, lines 33-35, and col. 10, lines 40-41](*local process authenticates the user*); establishing a communications channel for each verified requester [see fig.4, step 86 of Sullivan, col.8, lines 40-45, lines 55-59, and col. 9, lines 55-67] (*Returns a result template page*)(*home page including links 91 to so call "active content"*); and communicating the requested information to all of said verified requesters via said established communications channels (Channel 14 in fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the browser to a so-call "active page", a page is activated, the activated page provides the user an option to further diagnose the problem*). Sullivan does not explicitly disclose Telnet clients, and Telnet server.

57. In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based computer network service). Rueda discloses Telnet clients [see Rueda, page.8,

paragraph 0124] (*Clients can be introduced to an information screen as they begin their session by intercepting their first connection (Telnet, etc)*), and Telnet server [see Rueda, paragraph 0021 and paragraph 0124] (*Telnet client accesses through a Telnet Server by through a Telnet session*).

58. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Rueda's teachings of Internet protocol-Based computer network service with the teachings of Sullivan to have Telnet clients and Telnet server, for the purpose of making clients view certain information, including advertising [see Rueda, page.8, paragraph 0125], and thus enabling a computer to function as a terminal working from a remote computer.
59. Also, Sullivan does not explicitly disclose Telnet session.
60. In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based computer network service). Rueda discloses Telnet session [see Rueda, page.3, paragraph 0021, 0026, 0124] (*management interface must be accessed through a Telnet session*).
61. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Rueda's teachings of Internet protocol-Based computer network service with the teachings of Sullivan to have a Telnet session, for the purpose of offering transparent service to mobile users not configured to use a proxy server, without requiring proprietary software to be installed [see Rueda, page.5, paragraph 0069]. By this rational claim 19 is rejected.

62. **Claim 7, and 20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Sullivan et al., (hereinafter Sullivan) U.S. Patent No. 6,999,990 in view of Rueda et al., (hereinafter Rueda) Publication No. US 2002/0112076 A1 further in view of Jewett et al., (hereinafter Jewett) Publication No. US 2002/0049825 A1.**
63. As to claim 7, Sullivan discloses wherein said establishing a communications channel comprises assigning an available data for communication with each verified requester (Channel 14 in fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the browser to a so-call "active page", a page is activated, the activated page provides the user an option to further diagnose the problem*). Also, Sullivan does not explicitly disclose the respective saved session information.
64. In the same field of endeavor, Rueda discloses (e.g., Internet protocol-Based computer network service). Rueda discloses the respective saved session information [see Rueda, page.23, paragraph 0345] (*when packets arriving from this destination are processed, the source IP and source port can be determined and sent to the appropriate client*).
65. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Rueda's teachings of Internet protocol-Based computer network service with the teachings of Sullivan to have the respective saved session information, for the purpose of reducing the processing cost of packet handling and to limit the bandwidth cost [see Rueda,

page.19, paragraph 0261]. Also, Sullivan and Rueda do not explicitly disclose assigning an available socket for communication with each requester.

66. In the same field of endeavor, Jewett discloses (e.g., Architecture for providing block-level storage access over a computer network). Jewett discloses available socket for communication with each requester [see Jewett, paragraph 0051] (*Jewett teaches the host initially sends a request, indicating that the socket is available for use*).
67. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Jewett's teachings of Architecture for providing block-level storage access over a computer network with the teachings of Sullivan to have available socket for communication with each requester, for the purpose of providing a high degree of security against unauthorized accesses, and allows storage partitions to be securely assigned to individual hosts [see Jewett, paragraph 0014]. By this rational claim 7 is rejected.
68. As to claim 20, Sullivan discloses wherein said establishing a communications channel comprises assigning an available data for communication with each verified requester (Channel 14 in fig.1) [see fig.4 steps 96, 98, 100 of Sullivan, and col.8, lines 60-65, and col.10, lines 1-9](*the user selects the link, upon active the link, navigate the browser to a so-call "active page", a page is activated, the activated page provides the user an option to further diagnose the problem*). Sullivan does not explicitly disclose assigning an available socket for communication with each requester.

69. In the same field of endeavor, Jewett discloses (e.g., Architecture for providing block-level storage access over a computer network). Jewett discloses available socket for communication with each requester [see Jewett, paragraph 0051] (*Jewett teaches the host initially sends a request, indicating that the socket is available for use*).
70. Accordingly, it would have been obvious to one of ordinary skill in the networking art at the time the invention was made to have incorporated Jewett's teachings of Architecture for providing block-level storage access over a computer network with the teachings of Sullivan to have available socket for communication with each requester, for the purpose of providing a high degree of security against unauthorized accesses, and allows storage partitions to be securely assigned to individual hosts [see Jewett, paragraph 0014]. By this rational claim 20 is rejected.

Conclusion

71. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Applicant is reminded that in amending in response to a rejection of claims, the patentable novelty must be clearly shown in view of the state of the art disclosed by the references cited and the objection made. Applicant must show how the amendments avoid such references and objections. See 37 CFR 1.111 (c).
72. US Patent Number 6,999,990, Sullivan et al., teach Technical support chain automation with guided self-help capability, escalation to live help, and active journaling.

73. Publication Number US 2002/0112076 A1, Rueda et al., teaches, Internet protocol-Based computer network service.
74. US Patent Number 6,711,621 B1, Mitra et al., teaches, System and method of implementing netware core protocol within a sockets model
75. US Patent Number 6,606,661, Agrawal et al., teaches, Method for dynamic connection closing time selection.
76. US Patent Number 7,039,708, Knobl et al., teaches, Apparatus and method for establishing communication in a computer network.
77. US Patent Number 7,181,017, Nagel et al., teaches, system and method for secure three-party communications.
78. US Patent Number 6,604,141, Diego Ventura., teaches, Internet expert system and method using free-form messaging in a dialogue format.
79. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Tammy T. Nguyen whose telephone number is 571-272- 3929. The examiner can normally be reached on Monday - Friday 8:30 - 5:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, **William Vaughn** can be reached on 571-272-3922. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair->

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Thanh Tammy Nguyen

Patent Examiner

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